

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Human Services



Administration or Office: Mental Retardation and Developmental Disabilities Administration (MRDDA)	Policy Number: MRDDA 3.2
Responsible Program or Office: Office of Training	Number of Pages:
Date of Approval by the Director:	Number of Attachments:
Effective Date:	Expiration Date, if Any:
Supercedes Policy Dated:	
Cross References and Related Policies: Direct Support Training Policy MRDDA 3.1	
Subject: Training Policy	

1. PURPOSE

The purpose of the policy is to establish the protocols and standards that govern the training of all MRDDA staff, provider/vendors and contractors that provide service to all individuals served by MRDDA's service delivery system.

2. APPLICABILITY

This policy applies to all MRDDA employees, providers/vendors, volunteers, contractors, and other government agencies that provider services to individuals within the MRDDA service delivery system.

3. AUTHORITY

The authority and functions of DHS as set forth in sections III (U) and III (V) of Reorganization Plan No. 3 of 1986, effective January 3, 1987.

4. DEFINITIONS

Training Information System (TIS) – The MRDDA web-based system where authorized users can register for courses, track and trend completed trainings, and maintain staff rosters.

5. POLICY

It is the policy of MRDDA to ensure that all MRDDA staff, provider/vendor agencies, contractors, volunteers, etc. are appropriately trained in order to ensure that these service providers are compliant with all MRDDA policies and procedures.

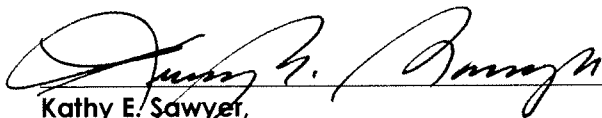
6. RESPONSIBILITY

The responsibility for the establishment of all policies and procedures rests with the Administrator of MRDDA. The implementation of this policy is the responsibility of the Deputy Administrator of Program Integrity.

7. STANDARDS

In order to ensure compliance with this policy, MRDDA has adopted the following standards for the development, implementation and monitoring of all MRDDA and provider training programs:

- Create a comprehensive, person-centered training program that provides support and direction to MRDDA staff and provider agencies, and volunteers;
- Build training capacity within provider agencies (train-the-trainer);
- Draft and create new training modules consistent with the needs of MRDDA consumers, and best practices;
- Provide Technical Assistance to all providers as necessary;
- Provide training notification for employees, providers/vendors, and volunteers by quarterly calendar, email, standard mail and fax;
- Train all MRDDA staff, providers/vendors on mandatory core curriculum;
- Train all provider/vendor agencies on the Training Information System (TIS) to ensure appropriate registration; and
- Require participants to register and pass the competency-based exam with a minimum score of 80% for all competency-based training.


Kathy E. Sawyer,
Interim Administrator

10/1/06
Date

Office of Training

PURPOSE: The purpose of this office is to coordinate district-wide training initiatives, develop and conduct trainings for MRDDA staff and the community based providers, and direct care staff providing services on the behalf of people with mental retardation and developmental disabilities who are served by MRDDA. The MRDDA Office of Training promotes person-centered service delivery in all of its training, technical assistance, and materials development.

AUTHORITY: The authority and functions of DHS as set forth in sections III (U) and III (V) of The Reorganization Plan No. 3 of 1986, effective January 3, 1987; D.C. Law 2-137, "Mentally Retarded Citizens Constitutional Rights and Dignity Act."

DEFINITIONS: Training Information System (TIS) – The agency's electronic system by employees and community providers can register, track and make recommendations for training needs

ROLES AND

RESPONSIBILITY: This section defines the general roles and responsibilities for for the Office of Training:

Training Specialist perform the following duties:

- Operate audiovisual equipment and demonstrate competence using Microsoft Office applications;

- Conducts trainings and participates in community outreach activities, including speaking engagements by serving as the resource person for his/her assigned programs.
- Track progress on mandated training efforts as well as outcomes related to training
- Develop Training curriculum, presentations, and education materials
- Conduct needs assessment and work with all stakeholders to build knowledge and skill capacity according to the service delivery system

Training Administrative Assistant:

- Responds to all telephone inquiries pertaining training matter;
- Maintains the achieves room;
- Copies , collate and mail out training calendars to community providers;
- Copy stock training materials for future usage;
- Updates Training Information System;
- Set up equipment when needed for training;
- Mails out training certifications
- Coordinates training sign-in procedures;
- Accept training room reservations
- Manages and orders supplies for the Training Unit

PROCEDURES:

Training Curriculum Development: This office is responsible for designing and developing comprehensive training modules as it pertains to best practices and industry standards as it relates to agency policies. The curriculum focuses on Direct Support staff policies, basic assurances, person-centered values and practices by:

- Conducting studies and surveys to identify performance problems, and determining causes and appropriate solutions to training trends;
- Researching subject matter in order to remain apprised of best practices in mental retardation/developmental

disabilities with a focus on community integration, people-first respectful language and person-centered planning;

- Developing curriculum as directed by court orders, policies, regulatory standards, and expand such training initiatives as needed.
- Developing competency-based evaluations for trainings.
- Implementing current methodology and techniques of training.

Technical Assistance is provided to all stakeholders who provide services to individuals who receive services as part of the DDS service delivery system in the following areas:

- Classroom and on-the-job training for train-to trainer instruction as it pertains to mandatory policy compliance (annually)
- DDS Case Managers – refresher training (annually)
- Subject matter trainings and HIPAA refresher (annually) for managers and support staff
- Mandatory training for Evans Related Mandates (policies on an annual basis)

Training Notification: The Training Office is responsible for the creation and distribution of training announcements

- A quarterly Training Calendar is sent to community providers (Training Coordinators and/or Executive Directors) and other essential stakeholders via the USPS and electronically, using the email system (every three months);
- An internal Training Calendar is created for DDS staff, specifically, Case Managers, managers, and supervisors

Training Promotion: The Office of Training is responsible for ensuring that:

- Provider agencies are requested to post and distribute the DDS Training Calendar for all of their staff;
- Training reminders and cancellations are sent electronically using the email system to Community Provider Training Coordinators. Providers may request these notices to be sent using an alternative method (ex. Facsimile);

Training Registration:

- Registrations are accepted from four sources, Training Information System (TIS), facsimile, United States Postal Service, and electronically.

- Training Coordinators or his/her designee can be trained to be Site Administrators, which will enable them to register their staff electronically using the TIS.
- All registrations must be received no later than (2) days prior to the training session.

Training Attendance: The Training Office ensures:

- All participants must pre-register;
- No one is admitted to the training session 15 minutes after training begins.
- Maximum training capacity is 35 participants
Registrations received after maximum capacity is reached, will be scheduled for the next training session and notification will be made to the Provider electronically.

TESTING:

The Training Office conducts competency based evaluations and will accommodate request for alternatives to testing methodology when prior requests are made within two (2) days of taking the class;

- Training participants may request an alternate method of testing (ex. verbal, etc.); and
- In order to receive certification for training, participants must receive an 80% or better on the test.